

Ceiba Routes (Amazon Delivery Program)

Job Title: Dispatcher
Location: Sterling, VA
Reports To: Owner
Date Created: July 1, 2019

Position Summary:

The Dispatcher is responsible for effectively routing daily customer deliveries among field personnel, manage routes and workload within designated timeframes utilizing computerized workforce management applications.

Essential Duties and Responsibilities:

- Provide client information to drivers through technological platforms.
- Communicate with drivers in a professional manner on and off mobile devices.
- Inform superiors in management about on-the-road accidents.
- Call a tow service and provide accurate information for pick-up of vehicles that breakdown; inform superiors in the management of vehicle problems and dispatch driver to repair shop if the problem is urgent.
- Provide customers and delivery associates with accurate and professional information on the status of their pick-up.
- Handle and attempt to resolve customer complaints in a professional manner.
- Assist the Customer Service Department, as needed, by answering phones, data entry, and recordkeeping.
- Maintain driver communication to include answering requests for assistance via telephone, intercom, or radio.
- Maintaining logs, processes, SOPs, and reports
- Ancillary duties as assigned

Required Skills and Experience:

- The ability to perform multiple tasks while applying appropriate prioritization

Education Requirements:

- High school graduate. Associate's degree preferred.

Supervises: This is a non-supervisory position

Physical Demands and Work Environment: Possibly standing for extended periods, lifting boxes or equipment no more than 50lbs, and shifts extending to 10 hours or more.

Work Authorization Requirements:

United States Work Authorization is required.

EEO Statement

Ceiba Routes, LLC is an equal opportunity / affirmative action employer (Minorities/Females/Disability/Veterans) committed to a diverse workforce